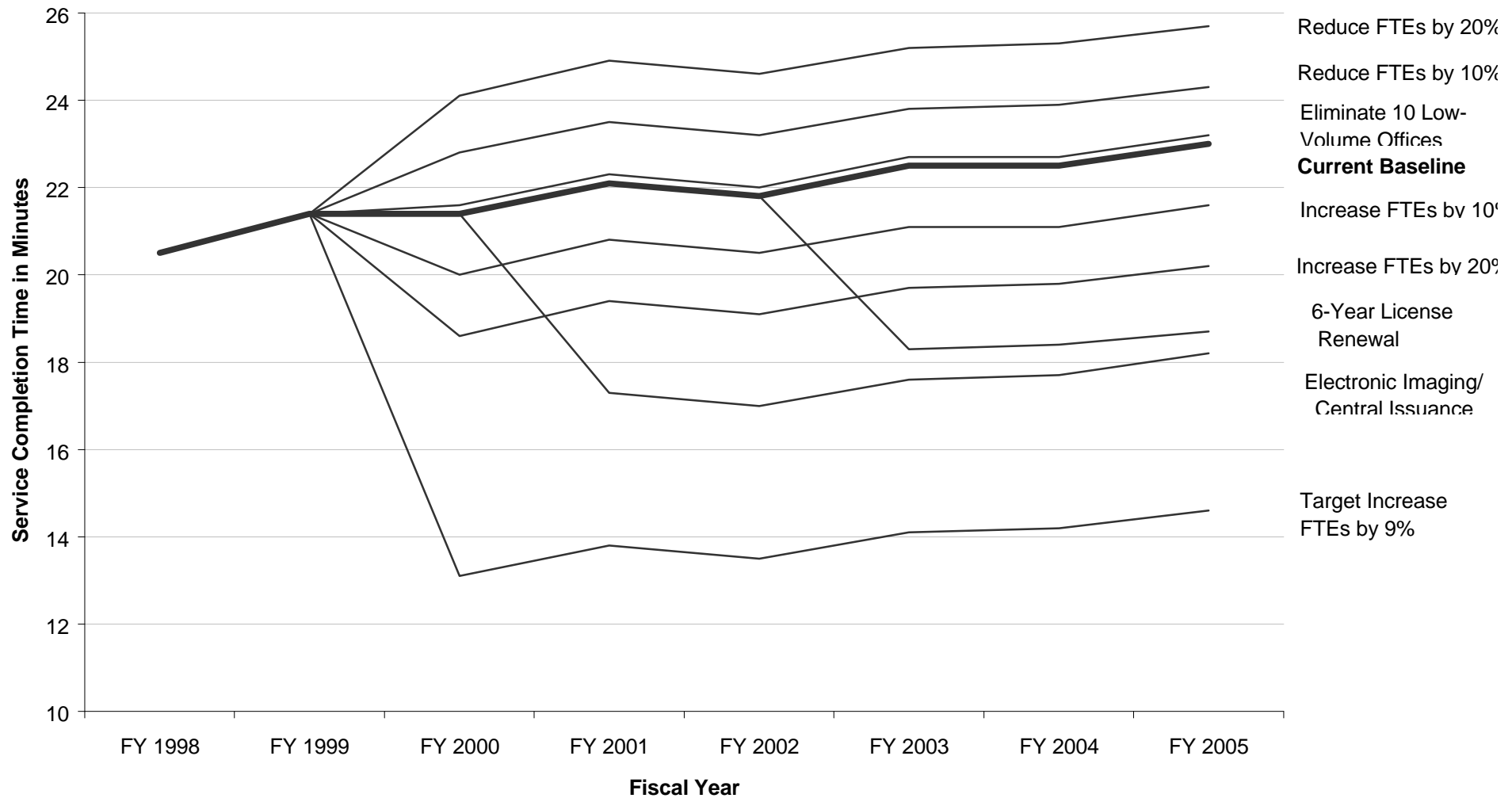


Note to readers: Driver license renewal wait-times and service-completion times are helpful indicators as far as they go. Customers care about them, and the Department of Licensing collects data on them. Readers should understand that these measures have limitations, however, in that they do not measure the ultimate policy intent of the driver licensing process, and not all Licensing Service Offices are equipped to generate data on wait-times and service-completion times. In addition, averages themselves have limitations, because they do not show the range of values. In the case of wait-times, customers are probably more acutely aware of, and more likely to register dissatisfaction with, maximum wait times, rather than the average, especially if an individual's wait-time exceeds the departmentally stated maximum. Progress in performance measurement is an iterative process; over time better measures and collection methods can yield more useful information.

Effect of Budget Proposals on Driver License Renewal Customer Service Completion Times



Effect of Budget Proposals on Driver License Renewal Wait Times

